<u>**AMENDMENT**</u>

This listing of claims will replace all prior versions, and listings, of claims in the

application:

<u>**Listing of Claims:**</u>

1. (Currently Amended)       A ~~computer-implemented~~ method for generating a natural

language understanding model, comprising:

      a.   collecting a plurality of unlabeled utterances;

      b.   generating via a processor a plurality of call types <u>for a first natural language</u>

            <u>understanding model based on call types with high probabilities in an existing</u>

            <u>natural language understanding model for a different application</u>, each generated

            call type being based on a first set of utterances selected from the plurality of

            unlabeled utterances;

      c.   generating [[a]] <u>the</u> first natural language understanding model using call type

            information contained within the first set of utterances;

      d.   testing the first natural language understanding model;

      e.   modifying the plurality of call types based on the testing; and

      f.   generating a second natural language understanding model using the modified

            plurality of call types.


2. (Previously Presented)       The method of claim 1, further comprising generating an

annotation guide using a second set of utterances which is a subset of the first set of utterances.

3. (Original)   The method of claim, further comprising generating call type data using at least one of data clustering, relevance feedback, string searching, data mining, and active learning tools.

4. (Previously Presented)      The method of claim 3, wherein the call type data is generated using a graphical user interface.

5. (Previously Presented)      The method of claim 1, wherein the first natural language understanding model is trained using a first text file containing utterances contained within the first set of utterances and a second text file containing call types assigned to the utterances in the first text file.

6. (Previously Presented)      The method of claim 1, wherein the natural language understanding model is tested using a subset of the first set of utterances.

7. (Previously Presented)      The method of claim 1, wherein the plurality of call types are modified using a graphical user interface.

8. (Previously Presented)      The method of claim 1, wherein the first natural language understanding model is created prior to an annotation guide.

9. – 16. (Cancelled)

17. (Currently Amended)     A ~~computer-implemented~~ method for generating a natural

language understanding model, comprising:

collecting a plurality of unlabeled utterances;

generating via a processor a plurality of call types <u>for a natural language understanding</u>

<u>model based on call types with high probabilities in an existing natural language understanding</u>

<u>model for a different application,</u> each <u>of the plurality of call types</u> having utterances selected

from the plurality of unlabeled utterances, the utterances used to generate the plurality of call

types representing a subset of the collection of utterances; and

generating [[a]] <u>the</u> natural language understanding model using call type information

contained within the subset of utterances, wherein the natural language understanding model is

generated prior to receipt of manually labeled utterance data.

18. (Previously Presented)     The method of claim 17, wherein the manually labeled utterance

data is generated using an annotation guide that is created using a portion of the subset of

utterances.

19. (Previously Presented)     The method of claim 17, wherein the natural language

understanding model is generated using a first text file containing utterances contained within the

subset of utterances and a second text file containing call types assigned to the utterances in the

first text file.

20. (Previously Presented)     The method of claim 17, wherein the natural language

understanding model is tested using a second subset of the collection of utterances.